



IFC
PATENT
ATTORNEY DOCKET: 47004.000280

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application Number : 10/799,712 Confirmation No.: 8969
Applicant : Lizhi MA et al.
Filed : March 15, 2004
Title : INTELLIGENT CALL ROUTING FOR CROSS-SELL OFFER
SELECTION BASED ON OPTIMIZATION PARAMETERS
AND/OR ACCOUNT LEVEL DATA
TC/Art Unit : Unassigned
Examiner: : Unassigned

Docket No. : 47004.000280
Customer No. : **21967**

Mail Stop Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, and in compliance with the duty of disclosure set forth in 37 C.F.R. § 1.56, applicants are submitting herewith copies of the references listed on the attached Form PTO-SB/08A (modified) for consideration and to be made of record herein by the U.S. Patent and Trademark Office in the above-captioned application.

Consideration of the foregoing plus the prompt return of a copy of the enclosed Form SB/08A with the Examiner's initials in the left column in accordance with MPEP 609 are respectfully requested.

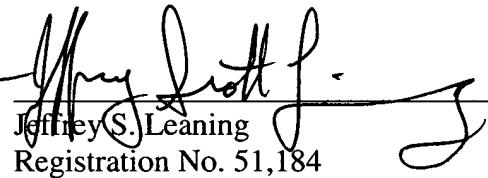
In accordance with 37 C.F.R. § 1.97(b), this Information Disclosure Statement is believed to be submitted prior to issuance of a first Office Action and within three months of the filing date of the application. Therefore, it is respectfully submitted that no fee is required for consideration of this information. However, in the event any fee is deemed necessary, the Commissioner is authorized to charge the undersigned's Deposit Account No. 50-0206.

Respectfully submitted,

HUNTON & WILLIAMS LLP

Dated: 5/28/04

By:


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Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**
(use as many sheets as necessary)

Sheet

1

of

2

Application Number

10/799,712

Filing Date

March 15, 2004

First Named Inventor

Lizhi MA et al.

Art Unit

Unassigned

Examiner Name

Unassigned

Attorney Docket Number

47004.000280

NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
	1.	Intelligent CallRouter, Delivering the Right Information to the Right Resource For Every Customer Interaction, 1 page		
	2.	Computer Telephony Solutions, The Customer Interaction Specialists, printed 5/25/99, 1 page		
	3.	VocalTec Ltd., VocalTec Telephony Gateway, Product Brochure, 8 pages, 1993-1996		
	4.	Telephony, printed 5/25/99, 1 page		
	5.	VocalTec Ltd., Telephony Gateway, Product Overview, VocalTec's Telephony Gateway Product Component Description and Functional Specifications, 9 pages, 1993-1996		
	6.	Computer Telephony Solutions - Telemarketing, The Customer Interaction Specialists, Telemarketing & Customer Support Outsourcing, printed 5/25/99, 2 pages		
	7.	Computer Telephony Solutions - Internet Telephony, The Customer Interaction Specialists, Internet Telephony, printed 5/25/99, 1 page		
	8.	KELLY MAHONEY, Customer base management: Leverage telemarketing and call center environment, Direct Marketing, Vol. 95, No. 6, pp. 20, 67, Oct. 1996 (Abstract - 3 pages)		
	9.	CSU/DSU (Channel Service Unit/Data Service Unit), pp. 208-210		
	10.	Computer Telephony Solutions - Computer Telephony, The Customer Interaction Specialists, Computer Telephony Systems, printed 5/25/99, 3 pages		
	11.	Computer Telephony Solutions - Call/Web Centres, The Customer Interaction Specialist, Call and Web Centres, printed 5/25/99, 5 pages		

EXAMINER SIGNATURE

DATE CONSIDERED

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute for form 1449A/PTO				Application Number	10/799,712	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				Filing Date	March 15, 2004	
				First Named Inventor	Lizhi MA et al.	
				Art Unit	Unassigned	
				Examiner Name	Unassigned	
Sheet	2	of	2	Attorney Docket Number	47004.000280	
NON-PATENT LITERATURE DOCUMENTS						
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published				TRANSLATION
						YES
	12.	"Innovative Call Center Solutions" sales brochure materials (undated) by Center Force Technologies distributed at Nov. 1999 conference (21) pages				
	13.	Rule 132 Declaration by Inventor Djovana Shkreli dated Jan. 6, 2000, 2 pages				
	14.	Rule 132 Declaration by Inventor Thorp Foster dated Jan. 10, 2000, 2 pages				
EXAMINER SIGNATURE				DATE CONSIDERED		
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